



Arnold Schwarzenegger, Governor  
Sunne Wright McPeak, Secretary, Business, Transportation & Housing Agency  
Jeff Davi, Real Estate Commissioner

PROMOTIONAL EXAMINATION  
CALIFORNIA DEPARTMENT OF  
Real Estate

[www.dre.ca.gov](http://www.dre.ca.gov)

California State Government - An Equal Opportunity Employer

EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DOMESTIC PARTNERSHIP, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

PROGRAM TECHNICIAN II

**HOW TO APPLY** Applications (Form Std. 678) must be postmarked no later than the application deadline. Applications postmarked, personally delivered or received via interoffice mail after the application deadline will not be accepted for any reason.

**WHERE TO APPLY** DEPARTMENT OF REAL ESTATE  
2201 BROADWAY Attn: LL  
PO BOX 187000  
SACRAMENTO, CA. 95818-7000  
Testing Information: (916) 227-0802  
Submit applications only to address indicated above. Do not submit applications to the State Personnel Board.

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination and/or Employment Application." You will be contacted to make specific arrangements.

**APPLICATION DEADLINE** CONTINUOUS FILING

**EXAMINATION INFORMATION** This examination will consist of an interview with a pre-exposed exercise weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.

**NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.**

**PANEL INTERVIEW** Interviews will be scheduled as conditions warrant.

**SALARY RANGE** \$2551 - 3103

**ELIGIBILITY REQUIREMENTS** Applicants must have a permanent civil service appointment with the Department of Real Estate or meet the criteria outlined in State Personnel Board Rules 234 or 235 as of the application deadline in order to compete in this examination.

**MINIMUM QUALIFICATIONS** All applicants must meet the education and/or experience requirements for this examination by the application deadline. **NOTE:** All applications/resumes must include: "to" and "from" dates (month/day/year); time base; civil service class titles and duties. Applications/resumes received without this information will be rejected.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I", "Or II", "Or III", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I**

In the California state service, either (a) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (b) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

**Or II**

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

**JOB: DESCRIPTION** This is the journey level in this series for the more difficult program specialist work. Under general supervision, incumbents either: (1) review and/or process detailed and technical forms, files, etc., associated with multiple departmental programs or program areas; (2) review and/or process forms, files, etc. associated with a departmental program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear; (3) provide sensitive and detailed program information and/or direction to the public, employees, other public jurisdictions, or clients as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

POSITION	
LOCATIONS	Positions are located in Sacramento.
EXAM INFORMATION	<p>In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p> <p><b>Knowledge of:</b></p> <ol style="list-style-type: none"><li>1. The Business and Professions Code and appropriate laws, rules, regulations and policies governing the Department of Real Estate affecting the issuance of licenses.</li><li>2. Modern office methods, equipment and procedures.</li></ol> <p><b>Ability to:</b></p> <ol style="list-style-type: none"><li>1. Follow directions.</li><li>2. Evaluate situations accurately and take effective action.</li><li>3. Meet and deal tactfully with the public, co-workers or clients, either face-to-face or by phone.</li><li>4. Perform clerical and technical work.</li><li>5. Learn and apply laws, rules, regulations, policies and procedures.</li><li>6. Provide sensitive and detailed Licensing program information.</li><li>7. Work independently with minimal direction.</li><li>8. Read and write English at a level required for successful job performance.</li><li>9. Utilize various office machines for Licensing program related activities.</li><li>10. Make arithmetic calculations with speed and accuracy.</li></ol>
ELIGIBLE LIST INFORMATION	<p>A departmental promotional eligible list will be established for the Department of Real Estate. Names of successful competitors are merged onto the list in order of final scores, regardless of date. Eligibility expires after 12 months.</p>
VETERANS PREFERENCE	<p>Veterans Preference credit is not granted in promotional examinations.</p>

**GENERAL INFORMATION**

**The Department of Real Estate reserves** the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified **It is the candidate's responsibility** to contact the Department of Real Estate Personnel Office three days prior to the written test date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications are available at the State Personnel Board**, local offices of the Employment Development Department and the Department of Real Estate. The Examination and/or Employment Application form (Std 678) is accessible via the Internet at <http://www.spb.ca.gov>.

**If you meet the requirements stated** on the reverse, you may take this examination. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their scores.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, Oakland, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by examination, regardless of date, must be used in the following order; 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil services status and eligibility for promotional examination. These rules may be reviewed at departmental personnel offices or at the Information Center of the State Personnel Board.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level-work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

It is an Objective of the State of California to Achieve a Drug-Free Work Place. Any applicant for State Employment will be expected to Behave in Accordance with this Objective Because the Use of Illegal Drugs is Inconsistent with the Law of the State, The Rules Governing Civil Service and the Special Trust Placed in Public Servants.  
Only individuals lawfully authorized to work in the United States will be hired.

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD Device.	
<b>TDD:</b> 1-800-735-2929	<b>From Voice Phones:</b> 1-800-735-2922